

TOWN OF NEWINGTON

TITLE: Network Administrator/ Project Leader

GRADE: A-6

DEPARTMENT: Information Technology

DATE: DRAFT 4/23/09

POSITION DESCRIPTION

Under the general supervision of the Director of Information Technology (IT) oversees and ensures completion of tasks pertaining to supporting Town computer, telephony, and data network resources. This includes managing, planning and coordinating the installation, configuration and maintenance of servers, desktop computers, laptops, mobile devices, printers, telephony, network/ data equipment, and software for Town departments. Responsibilities will also include providing onsite technical support at off-site buildings, working with other IT staff regarding software and application issues, network connectivity, throughput, and overall local area network (LAN) performance, mentoring, training, provide instruction to individual or group of users and supervising IT staff and managing projects as assigned.

ESSENTIAL JOB FUNCTIONS

- Plans and organizes work according to established or standard office procedures.
- Determines priority of work tasks.
- Establish and adhere to best practices and security procedures.
- Compiles and coordinates data for action by Director of Information Technology.
- Prepares statistical and narrative reports of varying complexity.
- Transmits and explains directions to proper persons and follows up to assure compliance, completeness and conformance with deadlines and policies.
- Assists with managing network equipment such as: Desktop computers, Windows servers, Linux servers, remote access servers, firewalls, switches, routers and other networking components.
- Manages projects involving Town staff, IT staff and outside vendors.
- May supervise other staff members. This may include assigning tasks, measuring and reporting productivity levels, and assessing skill set needs.
- Assists with product implementation and/or upgrades.
- Coordinates with consultants regarding technology needs and solutions for Town departments.
- Assists the Director of Information Technology in developing and maintaining Town-wide network security. This includes evaluation and installation of necessary hardware and software components needed to maintain a secure environment for network users and departments.
- Assists in analyzing Town-wide network usage patterns in order to provide data for strategic planning decisions for future network growth.
- Serve as primary contact for hardware and/or software vendors through which vendor provided service and support will be coordinated.
- Assists other IT staff and Town staff using desktop and mobile computer systems by trouble-shooting complex hardware and software problems, such as system compatibility and configuration issues, hardware failures, and as required provides end-user training.
- Installs, configures, and maintains desktop and mobile computer systems using various tools such as: imaging software, package creation and deployment software, and PC remote support software. Installs, configures, and maintains wireless network products, such as air-cards, access points and routers. Install, configures, and maintains connections for the Town's local area networks (LAN) and wide area networks (WAN).
- Manages the Town's Help Desk system, answers and resolves trouble calls and help desk tickets. Must use and understand call taking processes.
- Manages PC life cycle management processes such as: technology purchasing, data retention and deletion, inventory, surplus, etc.
- Provides software integrity while meeting licensing requirements for all LAN software, including evaluation of potential software products, maintaining licensing requirements set forth by manufactures and the Town, and installing accurate and timely software/ firmware upgrades.
- Maintain existing documentation and creates new documentation detailing technical processes and procedures ensuring that repeatable processes are in place and followed.
- Act as lead technical support for Town departments and manage other IT staff serving as lead technical support for Town departments. This also includes mentoring and training other support staff members.
- Manages network backup and restore processes.
- Installs, configures, and maintains voice and data communication equipment. This can include but is not limited to configuring, diagnosing, repairing, upgrading, and optimizing telephony systems and services, voicemail, PBX communication systems, and network routers, etc.

- Manages the process of maintaining an inventory of boards, connectors, and other related replacement parts for telephony and Town data systems.
- Coordinates with other staff members to provide and maintain communications between multiple network protocols (TCP/IP, DNS, DHCP, etc.) This includes all hardware and software requirements to enable LAN communications.
- Assists with budget preparation.
- Manages website maintenance, updates and postings.
- Some off hours work is expected for meetings, upgrades and projects in addition to being on call 24/7.

ADDITIONAL JOB FUNCTIONS:

- Perform additional tasks and duties as requested.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ability to use computer equipment and related software programs and to type with speed and accuracy.
- Ability to establish and maintain complex files and record systems.
- Ability to work with a minimum of supervision, supervise other staff members and projects.
- Ability to compose clear and correct letters and reports.
- Ability to efficiently schedule and coordinate projects and events.
- Ability to process paperwork accurately and efficiently.
- Ability to compile data as requested.
- Ability to acquire a working knowledge of the functions and responsibilities of the department.
- Ability to maintain strict confidentiality of information as necessary.
- Ability to work effectively with other employees, elected officials and the general public in person and via the telephone.
- Extensive knowledge of local area and wide area networks, virtualization technologies, thin client solutions, remote access components (Virtual Private Networks, Citrix) web filtering, spam filtering, network monitoring.

REQUIRED PHYSICAL AND MENTAL EFFORT AND ENVIRONMENTAL CONDITIONS

- Works in office setting subject to continuous interruptions.
- Exposure to video display terminals on a daily basis.
- Ability to work under stress from demanding deadlines and changing priorities and conditions.
- Ability to sit/ remain/ stand continuously for prolonged periods of time.
- Ability to hear normal sounds with some background noise and to communicate effectively.
- Ability to concentrate on fine detail with constant interruption.
- Ability to attend to task/ function for more than 60 minutes at a time.
- Ability to carry and lift documents and office equipment weighing up to 75 pounds.
- Ability to move throughout the Town Hall and other Town buildings and sites.
- Ability to see objects closely as in reading a map.
- Ability to remember multiple task/ assignments given to self and others over long periods of time.

REQUIRED MINIMUM QUALIFICATIONS

The skills and knowledge required would generally be acquired with:

- Graduation from a four-year accredited college with a Bachelor's degree in Computer Science, Information Technology, Engineering, or related field and four (4) years experience in supporting computers (Windows OS, Linux OS, MAC) and LAN/ WAN administration or an equivalent combination of education and experience substituted on a year-for-year basis.
- Possession of a current Microsoft Certified Systems Engineer (MCSE) or a combination of two (2) or more of the following certifications: Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Desktop Support, Microsoft Certified Professional, A+ Certification, Cisco (CCNA), Sonicwall Certification, VMWare Certification, Citrix Certification, and Linux Certification.
- Extensive knowledge of Microsoft operating systems, topologies and protocols.
- Must be able to demonstrate considerable and highly technical knowledge of personal computer hardware, peripherals, operating systems, and network operating systems, including installation procedures, architecture and trouble-shooting techniques.
- Knowledge of principles of data communications and related equipment.
- Ability to communicate clearly, both verbally and in written form.
- Ability to learn new products and technologies as they become available.

LICENSE OR CERTIFICATE:

Valid Connecticut Motor Vehicle Operator's License.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility.